



Quality Assurance Policy

Our Commitment to Excellence

At Novi (Forward Ladies Limited), we're committed to delivering exceptional services. Excellence is central to how we work — we provide high-quality leadership development, coaching, consultancy, keynote speaking and event experiences (including the Novi Awards) that exceed expectations, and we continuously seek to improve.

This policy sets out how we maintain quality across everything we do.

Our Standards

Our work is informed by:

- Griselda Togobo's background as an engineer and chartered accountant (ICAEW member), holder of a Cambridge MPhil in engineering and management, and over 20 years' experience in corporate consultancy
- Our proprietary intellectual property, developed and refined through direct delivery experience
- Evidence-based leadership development practice and current thinking on women's leadership and inclusion
- Client feedback and outcome measurement, gathered and applied consistently across our work

Our People

Quality starts with our people. We ensure:

- Qualified professionals: our facilitators, speakers and coaches are appropriately experienced for the programmes they deliver
- Ongoing development: we invest in the continued development of our team and associates
- Careful matching: associates and facilitators are matched to programmes based on their expertise and the client's context
- Values alignment: everyone who works with us shares our commitment to women's leadership and inclusion

Programme Design and Delivery

- We design programmes in partnership with clients, tailored to their context and objectives
- We draw on our proprietary intellectual property where relevant to the engagement
- Materials are professionally produced and reviewed regularly
- We match facilitators to programmes based on expertise and client needs

Measuring Quality

We measure the quality and impact of our work through:

- Participant feedback after workshops, programmes and events
- Client satisfaction and review conversations
- Outcome tracking where agreed with a client (e.g. engagement, behavioural change)

- Regular review meetings with clients and sponsors

Continuous Improvement

We review feedback and outcomes to identify what's working well and where we can improve, including after each Novi Awards cycle, and continuously refine our approach.

When Things Don't Go Right

If you're not satisfied with any aspect of our service, please tell us. We take all feedback seriously, and will investigate and respond with proposed next steps. Concerns can be raised directly with Griselda Togobo.

Review

This policy is reviewed at least annually by Griselda Togobo, and following any significant client feedback or change to how services are delivered.

Approved by: Griselda Togobo Date: 12 August 2026